



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 28, 2010

From: John McGowan  
Chief, Richmond Fire-Rescue

File: 09-5140-01/2010-Vol 01

Re: 2010 First Quarter Report - Fire-Rescue

Staff Recommendation

That the staff report dated April 28, 2010 from the Fire Chief, entitled "2010 First Quarter Report – Fire-Rescue" be received for information.

John McGowan  
Chief, Richmond Fire-Rescue  
(604-303-2734)

<b>FOR ORIGINATING DEPARTMENT USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b> 		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## Staff Report

### Origin

Richmond Fire-Rescue (RFR) is committed to keeping Council informed of its activities on a quarterly basis.

### Analysis

Below is Fire-Rescue's 1<sup>st</sup> Quarter report for January 1 to March 31, 2010. This report includes highlights of RFR's Olympic activities.

### Suppression Activity

Fire Suppression's 9-1-1 emergency call volumes for the 1<sup>st</sup> Quarter of 2010 and the Olympic Celebration Zone (O Zone) responses are presented in the following two tables. Subsequent tables provide details on calls type by: fires and estimated loss; medical; and hazmat.

The 1<sup>st</sup> Quarter call volumes fluctuate from year-to-year as they are primarily driven by weather conditions like extreme cold or the presence of ice, snow, or rain. However, an exception occurred in Q1 of 2010 which saw the number of medical incidents increase for the three month period by 8%. This change is attributed to a marked increase in Richmond's population for the Olympics and related events held in Richmond such as the O Zone. In 2010 E-Comm reported an 11% increase in their 9-1-1 calls over the same February timeframe in 2009. During their Games, Salt Lake City experienced a 25% increase in emergency response calls.

### 9-1-1 Emergency Call Volumes for Fire-Rescue

Incident Type	Q1 of 2008	Q1 of 2009	Q1 of 2010
Medical	1013	1084	1172 ↑8%
Motor Vehicle Incident	338	300	298
Fire	82	78	85
False Alarm	165	142	137
Alarm No Fire	253	255	247
Public Service	159	153	133
Public Hazard	43	58	46
Hazardous Materials	33	23	22
Explosion	0	0	1
Technical Rescue	2	0	0
<b>Totals</b>	<b>2088</b>	<b>2093</b>	<b>2141</b>

#### Call Type Legend:

*Medical* includes: cardiac arrest, emergency response, home or industrial accidents, and motor vehicle incidents

*False Alarm* includes: intrusion/security alarms; malicious; mistaken by equipment-smoke, dust, and/or steam

*Alarm No Fire* includes: accidental, malicious, equipment malfunctions

*Public Service* includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

*Public Hazard* includes: aircraft emergency, bomb removal standby, object removal, or power lines down

*Hazardous Materials* includes fuel or vapour: spills, leaks, or containment

*Explosion* includes ruptured: boilers, gas pipes, or water pipes

*Technical Rescue* includes: aircraft, confined space, high angle, or water

**Olympic Response**

RFR focussed much of its efforts and activities in the year preceding the Olympics and during Games time focussing on the prevention of fire and life safety incidents in the Richmond Olympic Speed Skating Oval and the City's O Zone.

This focus on effective pre-event planning, fire and life safety prevention activities of RFR, coupled with a strong relationship with all emergency partners, led to effective communications and cooperative responses. The pre-planning and operational approach deployed by RFR allowed swift identification of potential fire and life safety issues which were quickly addressed by the Richmond Olympic Oval and O Zone event operators.

During the month of February, there were no 9-1-1 incidents at the Richmond Olympic Oval and only twenty-six 9-1-1 calls in the City's O Zone.

**Community Response**

Details of the 1<sup>st</sup> Quarter's overall community response is detailed in the following tables.

**Fire Calls By Type and Loss Estimates First Quarter 2010**

Incident Type Breakdown	Call Volume	Estimated Building Loss	Estimated Content Loss	Estimated Loss Totals
Fire – Structure Total:	34			
Residential				
Single-family	13	\$68,400	\$6,050	\$74,450
Multi-family	10	\$301,300	\$200,810	\$502,110
Commercial/Industrial	11	\$1,346,600	\$561,400	\$1,908,000
Fire – Outdoor	31	\$3,120	\$0	\$3,120
Vehicle	20	\$243,249	\$1,000	\$244,249
<b>Totals*</b>	<b>85</b>	<b>\$1,962,669</b>	<b>\$769,260</b>	<b>\$2,731,929</b>

\*The dollar losses shown in this table are preliminary estimates. They are derived from Fire's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available).

**Medical Calls by Type Q1 – 2010**

Medical	Volume
First Responder Total:	1172
Emergency Response	1014
Cardiac	125
Home Accident	24
Industrial Accident	9

Emergency Response Calls include: abdominal pain, airway obstruction, allergic reaction, animal injury, assault, assists, back pain, maternity, burns, choking, collapse, diabetic, drowning, electrocution, eye injury, falls, haemorrhages, medical alert/lifeline, motor vehicle injury, overdose, poison, seizures, stabbing, and trauma

Cardiac Calls include: chest pain, shortness of breath, numbness, speech, and mobility.

***Hazmat***

All of this quarter's hazmat calls were quickly mitigated and did not require any long-term hazmat team deployment.

**Hazmat - Calls By Type First Quarter 2010**

HazMat Calls	Details
Hazmat Calls Total:	22
Natural Gas/Propane Leaks (small)	14
Fuel Containment	6
Misc. (empty containers to unknown powder)	2

**Incidents**

Notable emergency incidents and numbers for this quarter follow. Two 9-1-1 emergency rescue calls resulted in critical incident stress debriefs being initiated with fire staff.

***Rescue***

- 11 pedestrians struck
- 6 cyclists struck
- 2 serious motor vehicle incidents involving: a car fire with auto extrication in the George Massey tunnel with driver death; and an auto extrication in a water-filled ditch to remove the pulse less and breath less occupant who was resuscitated
- 5 elevator rescues
- 2 RCMP death scenes assists by RFR

***Fires – Residential / Single-Family***

- 1 kitchen fire - Gainsborough Drive

***Fires – Residential / Multi-Family***

- 1 Natural gas leak
- 3 kitchen fires
- 1 recycling outdoor enclosure fire

***Fires – Commercial/Industrial/Institutional***

- 3 boat fires: fire/explosion at a boat repair terminal; two dry dock fires
- 2 hotel elevator fires (motor overheated and elevator control room)
- 1 electrical fire in a commercial display trailer
- 1 restaurant stove fire
- 3 incidents at YVR: bark mulch/vegetation fire; restaurant under renovation fire; and an in-bound flight cardiac arrest (unable to resuscitate)

### **Innovation**

A community relations knapsack was created and deployed on all emergency apparatus. The customer service initiative allows firefighters to assist individuals when a traumatic event occurs. The bag contains information and resources such as: trauma pups; community resource contact information; forms and checklists for dealing with the aftermath of a fire or flood; and information that insurance and other agencies may require from them. The knapsack also contains a variety of inexpensive public relations items (plastic fire hats, pens, pins, and tattoos) that can be used during school visits and fire hall tours.

RFR is finding opportunities to engage its retired members in meaningful ways that allow them to continue to contribute back to the community and at the same time remain connected with the workforce. During the Olympic period, retired volunteers fulfilled the role of Fire Hall Ambassadors at No. 1 Fire Hall. Their duties involved greeting fire hall visitors, maintaining hall security while crews were absent, and providing assistance to those seeking information. The feedback from the volunteers was extremely positive and will lead to other joint ventures.

Two new initiatives were introduced that allowed RFR to deliver effective and timely services in the City's O Zone:

- a) Gators were deployed and used to access all areas of the large site. The gators were helpful in transporting patients to waiting BCAS staff and their ambulance.
- b) Inspection teams for the Olympic Oval and O Zone were created and comprised of staff from a number of work units within RFR. Each team member received specific training and were guided by detailed checklists aimed at preventing fire and life safety incidents.

These new initiatives were successful and could be employed at future major events.

### **Training**

The training staff in RFR deliver training programs to all members of RFR in disciplines ranging from: Personal Protective Equipment, Firefighting and Rescue to Emergency Vehicle Operating and Incident Management. Training also facilitates the delivery of leadership and people skills programs through in-house instructors, on-line training, and the use of external trainers.

The first quarter of this year was focussed primarily on the 2010 Olympic Games, with safety inspections and operations during both Games times and in the O Zone.

During the month of January, the training staff focussed on facilitating the delivery of the Olympic Operational Plan to all Suppression and Fire Prevention staff. They coordinated advanced Incident Management training for in-house RFR staff as well as partnering with other agencies for advanced education. Members of both the Vancouver Police and the RCMP were involved in BC Emergency Response Management System training in RFR facilities.

In February, Olympic related media protocol training was delivered to RFR staff by Corporate Communications.

Training coordinated the delivery of a department-wide Customer Service program to every member of RFR. The course provided the opportunity to learn interpersonal skills training, different conflict resolution models and allowed participation in a number of situational-based interpersonal scenarios.

During the month of February, the entire training staff was re-deployed to work operationally in the Olympic Speed Skating Oval during the Games. Fire's Chief Training Officer was the primary venue commander at the Oval, coordinating the life-safety inspections, operational responses into the Oval, and managing any life-safety issues during Game times.

In March, training returned to full production, preparing for the upcoming Emergency Vehicle Operator and Driver programs, for new firefighter recruits anticipated later in 2010, and coordinating all technical and on-shift training.

**Fire Operations**

On January 20, 2010 a serious motor vehicle incident occurred on the Alex Fraser Bridge involving several vehicles. The impact of the crash took the life of one motorist, ignited two vehicles, and caused a bridge closure. Several of Delta's fire apparatus were required to mitigate this incident. The bridge closure temporarily cut off Delta's emergency response capabilities to Annacis Island and prompted Delta's Fire Chief to ask Richmond for aid. The circumstances within Richmond at the time of the incident allowed RFR to re-deploy its resources to provide temporary coverage on Annacis Island for Delta Fire & Emergency Services.

**Fire Prevention**

Fire Prevention's activities in this quarter were focussed on fire and life safety issues related to the delivery of the Olympics and the associated events in Richmond. Preparatory activities included the development and implementation of safety and inspection strategies coupled with the delivery of training to RFR staff. Special investigations continued throughout the quarter and are summarized in the table below.

**Special Inspections/Investigations First Quarter 2010**

Type	Total
Electrical and Fire Safety Inspections	14
Fire Investigations	85
Incendiary	8
Suspicious	8
Accidental	49
Undetermined	20
Note: 1 Fire was caused by a grow-op electrical overload.	

Incendiary fires are those where a person intentionally lights it, knowing they shouldn't.

Suspicious fires are those where there is no reason for the fire to start.

RFR participated in over twenty significant community relations and public education events during the 1<sup>st</sup> Quarter. A few highlights include participation in the:

- Raise a Reader Program at Gilmore Elementary School
- Opening Ceremonies and Torch Relay at Richmond's O-Zone
- Martin Mars Water Bomber exhibit at Gary Point Park
- Numerous school visits and fire hall tours

### **Fire Halls**

During the 1<sup>st</sup> Quarter of 2010, Steveston Fire Hall crews were involved in activities to facilitate their post-Olympic March 2<sup>nd</sup> move into temporary on-site quarters. Key pre-demolition fire hall demobilization activities included: movement of the apparatus fuel tank and emergency generator; installation of the portable vehicle shelter and crew trailer; E-Comm communications relocation; and removal and relocation of all equipment and materials in the existing fire hall. The Steveston fire hall was demolished early March.

Fire Hall 1 saw the introduction of a temporary Department Operations Centre and temporary crew quarters during the Olympic period. This was followed by Olympic de-commissioning activities for RFR facilities and equipment.

### **Financial Impact**

None.

### **Conclusion**

Fire-Rescue is committed to providing Council with quarterly updates on its activities. The Fire Chief welcomes the opportunity to discuss Fire's activities and priorities with Community Safety Committee.



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